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1 Introduction

This instruction manual is for users of the Trust ISDN PCI Modem. This internal ISDN Modem is suitable for a fast Internet connection, e-mail and other applications. The ISDN PCI Modem is fully Windows Plug & Play compatible and is, therefore, easy to install.

The RVS-COM software allows you to use the ISDN PCI Modem for a number of different applications, such as a fax machine, a full ISDN telephone and a programmable answering machine.

For a more detailed description of how to install and use this product, please read the instruction manual included on the installation CD-ROM. You can easily select this in the 'Trust Software Installer' menu, which starts automatically when the CD-ROM is inserted into your CD-ROM drive.

2 Safety

Carefully read the following instructions before use:

2.1 General information

1. Computer components may contain static electricity. You may receive an electric shock if you touch the computer casing.
2. Turn the computer off and remove the plug from the plug socket before opening the computer.
3. Make sure that the components you wish to add to your computer are compatible with your system.

2.2 Modems

1. The ISDN modem is intended for connecting to a digital ISDN telephone line. Do not connect it to a standard telephone system or to a digital ADSL line. This may cause damage and is dangerous.
2. During a thunderstorm, it is recommended to remove the telephone cable from the telephone socket to prevent damage resulting from a lightning strike.

3 Installation

3.1 Installing the hardware

Follow the steps below to install the Trust ISDN PCI Modem:

1. Turn the computer off.
2. Remove the plug from the plug socket.
3. Remove the cover from the computer casing.
4. If fitted, remove the metal cover plate on the rear of a free PCI slot (white) and keep the screw in a safe place.
5. Carefully insert the Trust ISDN PCI Modem into the free PCI slot and screw it firmly into place.

6. Place the cover back onto the computer.
7. Insert the plug into the plug socket.
8. Connect the ISDN telephone cable provided to the 'So LINE' connection on the rear of the ISDN modem.
9. Connect the other end of the ISDN telephone cable to your ISDN telephone socket.

You have now completed the installation of the hardware. Continue to the next chapter for instructions on how to install the driver and the applications.

3.2 Installation in Windows 95, Windows 98, Windows ME, Windows 2000 and Windows XP

Note: *In Windows 95, the 'ISDN Accelerator Pack' must be installed before installing the driver. You can easily select this in the 'Trust Software Installer' menu, which starts automatically when the CD-ROM is inserted into your CD-ROM drive.*

Note: *DO NOT install the 'ISDN Accelerator Pack' in Windows 98 or higher versions of Windows. These operating systems have the 'ISDN Accelerator Pack' installed by default.*

Follow the instructions given below to install the driver:

1. Start Windows.
2. Windows will detect new hardware and ask for the location of the driver.
3. Insert the CD-ROM containing the driver and applications into your CD-ROM drive.

Note: *The Trust Software Installer may start automatically when the CD-ROM is inserted into your CD-ROM drive. You do not need to use this and may close it.*

4. Select the option to have Windows search in a specific location. Give one of the paths below as the location:
   - [**D:\Win95**] for installation in Windows 95
   - [**D:\Win98**] for installation in Windows 98
   - [**D:\WinMe**] for installation in Windows ME
   - [**D:\Win2000**] for installation in Windows 2000
   - [**D:\WinXP**] for installation in Windows XP.

Note: *The letter '**D**' is used in the example above to indicate your CD-ROM drive. Check which letter is used to indicate your CD-ROM drive.*

5. The driver will be found. Follow the instructions to install the program. Two components will be installed:
   - Trust ISDN PCI Modem
   - Trust NDIS WAN Mini Port Adapter (not visible in Windows 95, Windows 98 and Windows ME)

Note: *During installation in Windows 2000 and Windows XP, you may receive a message saying that the driver has not been signed. This does not cause a problem for the functionality and you can continue with the installation.*

Note: *If you register your ISDN modem via www.trust.com/11537, you will be automatically informed when a signed driver is available.*

6. Restart your system after the driver has been installed.

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3.3 Installation in Windows NT4

Follow the instructions given below to install the driver:

1. Start Windows NT4.
2. Log in as 'Administrator'.
3. Insert the CD-ROM containing the drivers into your CD-ROM drive.
4. The 'Trust Software Installer' will start automatically. If it does not start automatically, go to 'Start – Run' and type [D:\Setup.exe] in the command line. Next, click on 'OK' (see figure 1).
5. Click on the 'Windows NT4 Driver' button to start the installation of the driver (see figure 1).
6. Select the 'Trust ISDN PCI Modem' in the installation screen and click on 'OK'. The driver will now be installed.

Note: *If you have not previously had a modem installed in your system, you must first install the 'RAS Dial-up networking'. This will be installed automatically as soon as a new 'Dial-up' connection is created. Follow the on-screen instructions to install this. Your computer may have to be restarted when this has been completed.*

3.4 Installing the Trust ISDN Utility

Follow the instructions below to install the 'Trust ISDN Utility' application on your computer:

1. Start Windows.
2. Insert the CD-ROM containing the driver and applications into your CD-ROM drive.
3. The Trust Software Installer will start automatically. If it does not start automatically, go to 'Start – Run' and type [D:\Setup.exe] in the command line. Next, click on 'OK' (see figure 1).

Note: *The language selection menu in the left-hand window is used for selecting the language you wish to use to display the Trust Software Installer.*

4. Click on the 'TRUST ISDN UTILITY' button to start the installation of this application.
5. Follow the on-screen instructions to complete the installation.

3.5 Installing RVS-COM Lite

Follow the instructions below to install RVS-COM Lite:

1. Insert the CD-ROM containing RVS-COM into your CD-ROM drive. The installation program will start automatically.
2. Follow the on-screen instructions.

Note: *If the RVS-COM installation program does not start automatically when the CD-ROM is inserted into your CD-ROM drive, go to 'Start – Run' in Windows and type **[D:\Setup.exe]** in the command line. Next, click on 'OK' to start the installation program.*

4 Use

4.1 Diagnostic program

The diagnostic program is a component of the Trust ISDN Utility which you can use to test the functionality of your ISDN modem. Follow the instructions given below to do this:

1. Go to 'Start - Programs - ISDN Utility' and select the 'Diagnostic Program' option from the list.
2. In the space available for 'Own ISDN Number', fill in the telephone number which is connected to the ISDN modem (see figure 2).

Note: *In some countries, it is also necessary to enter the 'Calling Party Number'. Contact your local telephone company for more information.*

3. Click on the 'Loopback Test' button to start the diagnosis. 'OK' will be displayed three times if all the tests are successful.

If 'OK' was not given for one of the tests, check whether the driver has been correctly installed and whether the modem is connected to the ISDN network.

4.2 Internet

You may need to create a 'Dial-up' connection to make a connection with your Internet Service Provider (ISP). This is included in Windows and will usually start automatically when you double-click on the Internet icon. See Windows Help for more information.

Some Internet providers provide a complete software package for Internet access which makes your computer suitable for Internet use.

You can also use the Windows 'Internet Wizard' which guides you step-by-step through the process of setting up an Internet connection. See Windows Help for detailed information.

5 Uninstalling the modem

It is only necessary to uninstall the modem if you no longer wish to use the modem or if you wish to install a newer driver or a newer version of Utility.
Follow the instructions below to remove the modem from your computer system:

Note: *The uninstall program for the modem can only be started if the 'Trust ISDN Utility' has been installed. Follow the instructions given in chapter 3.4 to install this program.*

1. Go to 'Start – Programs – ISDN Utility' and select the 'Uninstall DRV & UTL' option to remove the driver and the Utility program.
2. Place a tick in both check boxes and click on 'OK' (see figure 3).
3. Click on 'Yes' to confirm the uninstallation (see figure 4).
4. Click on 'OK' to complete the uninstallation (see figure 5).
5. Turn off your computer and remove the ISDN PCI Modem from the PCI slot.

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6 Troubleshooting

Problem	Cause	Possible solution
The modem does not react.	The driver has not been installed.	(Re)install the driver.
Windows does not detect a new device after installing the ISDN PCI modem.	Old drivers are still installed.	See chapter 5 for instructions on how to uninstall the modem.
The modem dials up, but does not make a connection.	The wrong number is dialled.	Check the number for your ISP.
	The wrong communications standard is used.	Contact your service provider for the correct communications settings.
The error message 'No Dial Tone' is displayed.	The telephone line is in use.	Wait until the line is free.
The message 'The CAPI2032.DLL file cannot start. Check the file to determine the problem' is displayed when starting the diagnostic program.	The ISDN PCI Modem has not been installed.	Insert the ISDN PCI Modem in a free PCI slot.
	The driver has not been installed correctly.	Remove the current driver (see chapter 5) and reinstall it.
Problem is not listed here.	The latest FAQ update is available on the Internet.	Visit www.trust.com/11537 for FAQ and other specific product information.
	Check the ISDN modem trouble-shooter on the Internet.	Go to www.trust.com/customercare/help/isdn for general modem information.
	Check the Internet connection trouble-shooter on the Internet.	Go to www.trust.com/customercare/help/internet for general Internet connection information.

Register your product at www.trust.com so that you are able to receive optimal guarantee and service support, such as up-to-date FAQ's and the latest drivers. You will be automatically informed of developments to your product and other Trust products. You will also have the chance of winning some spectacular prizes.

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual. Please have the following information available:

- The article number. This is 11537;
- A good description of what does not work;
- A good description of when the problem occurs.